



CBP One™ - Traveler Submit Advance Information User Guide



U.S. Customs and
Border Protection



1. [Overview: CBP One Application and User Guide \(Mobile\)](#)
2. [Traveler - Land: Submit Advanced Information \(Mobile\)](#)
3. [Traveler - Land: Modify Presentation Date: Schedule After Submission \(Mobile\)](#)
4. [Traveler - Land: Modify Presentation Date: Reschedule or Cancel \(Mobile\)](#)

CBP One is a mobile application that serves as a single portal to a variety of CBP services. Through a series of guided questions, the app will direct each type of user to the appropriate services based on their needs.

The first section of this user guide will walk you through the major features of the CBP One application, focusing solely on the Traveler – Land persona. The second section will walk you through the desktop website version of this app.

To Access CBP One

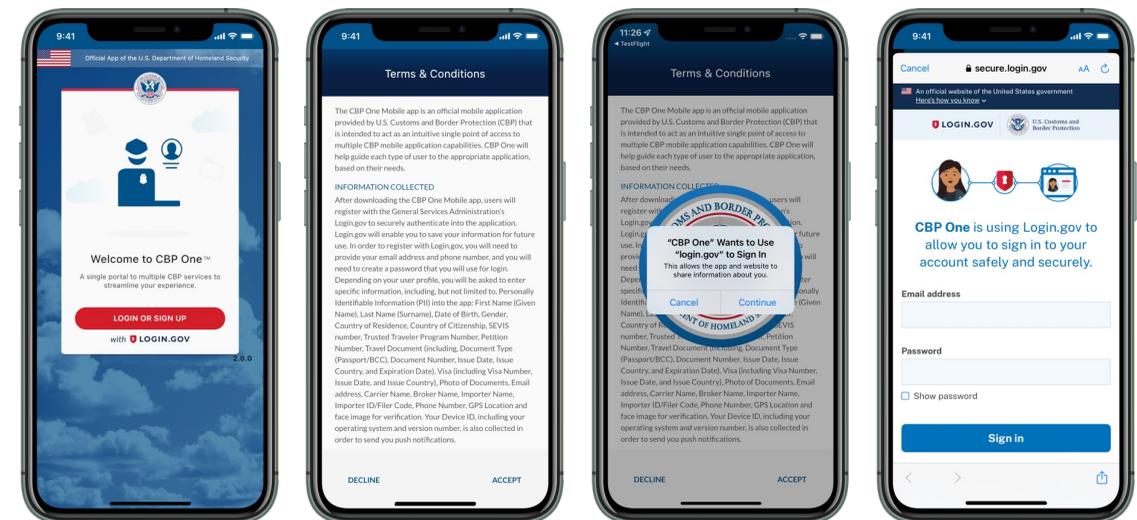
Download CBP One™ from the Apple App Store or Google Play Store.



Questions? Contact us at: CBPOne@cbp.dhs.gov

Sign in with Login.gov

The app will redirect to login.gov where you can either create an account or login to an existing account.



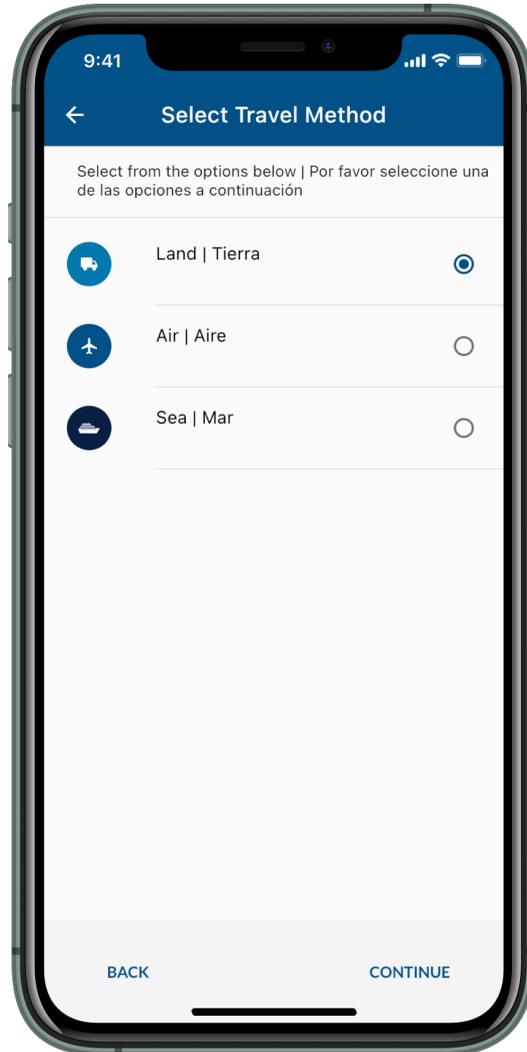
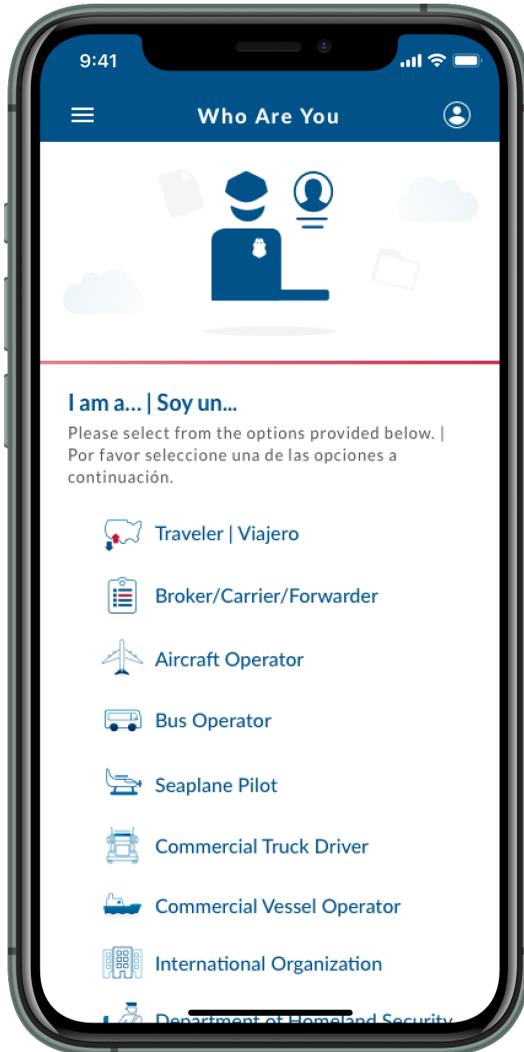


Traveler - Land

Submit Advance Information (Mobile)

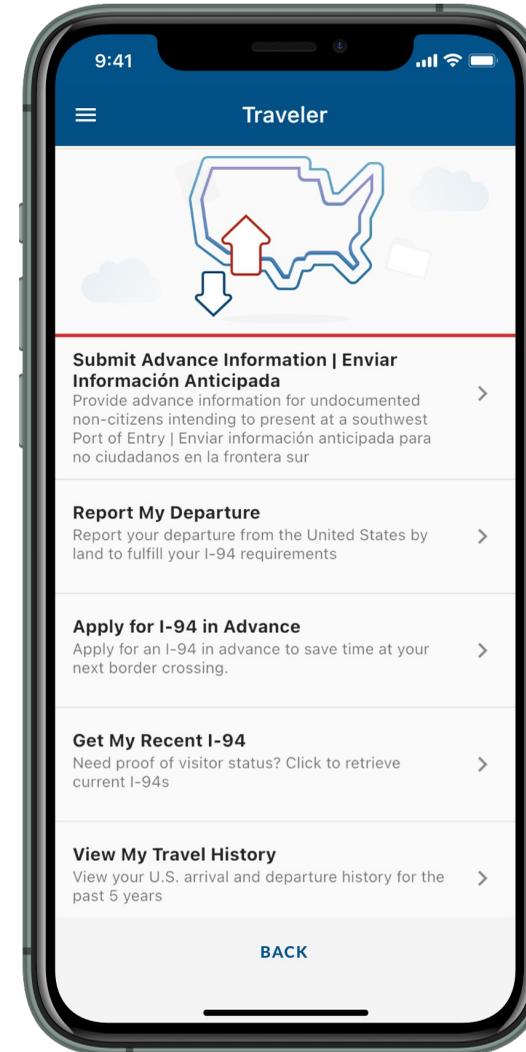
1) Who Are You

To begin, select “Traveler | Viajero”, then select “Land | Tierra.”



2) Traveler Options

Select “Submit Advance Information | Enviar Información Anticipada.”



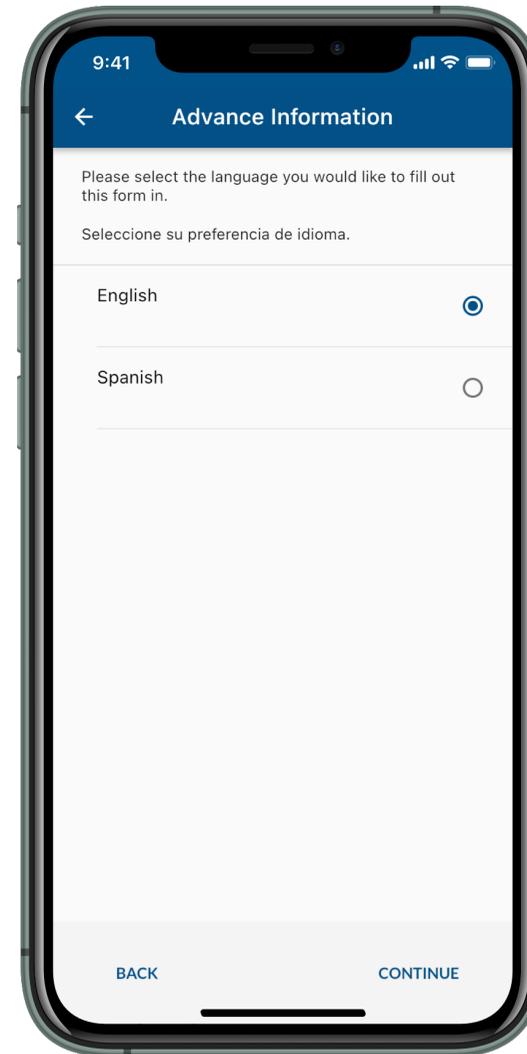
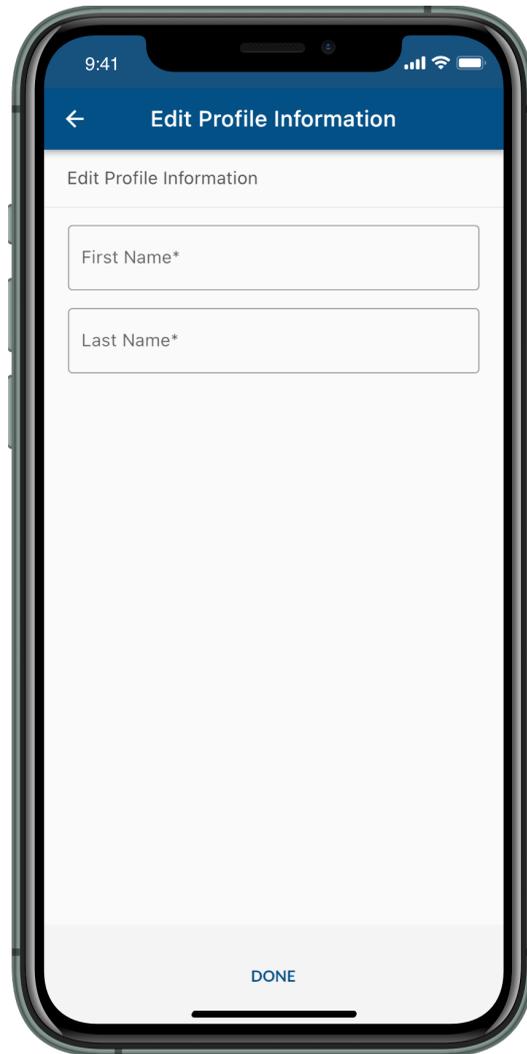
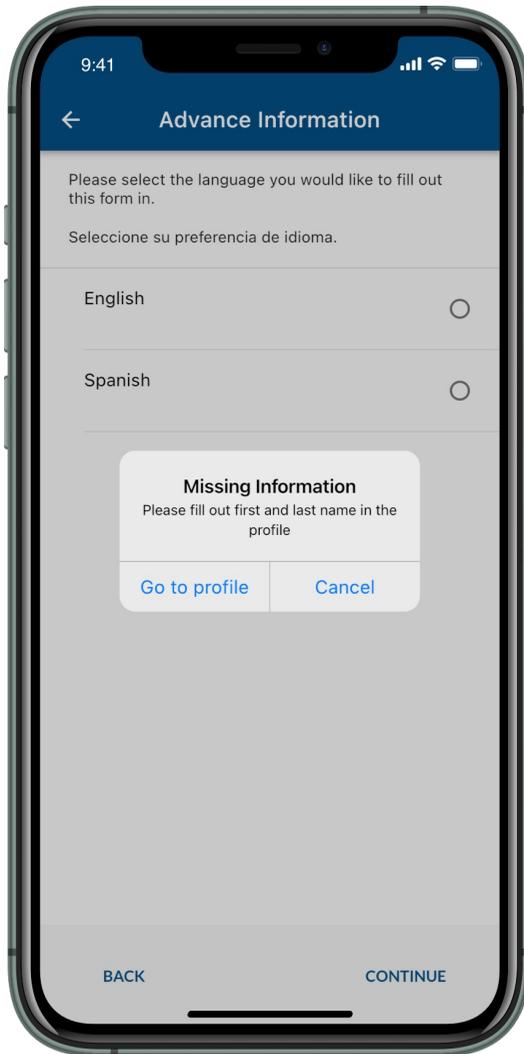


3a) Missing Information

If a pop-up appeared, select “Go to Profile,” fill out the fields, select “Done,” and proceed to Step 3b. Otherwise, proceed to Step 3b.

3b) Language Preference

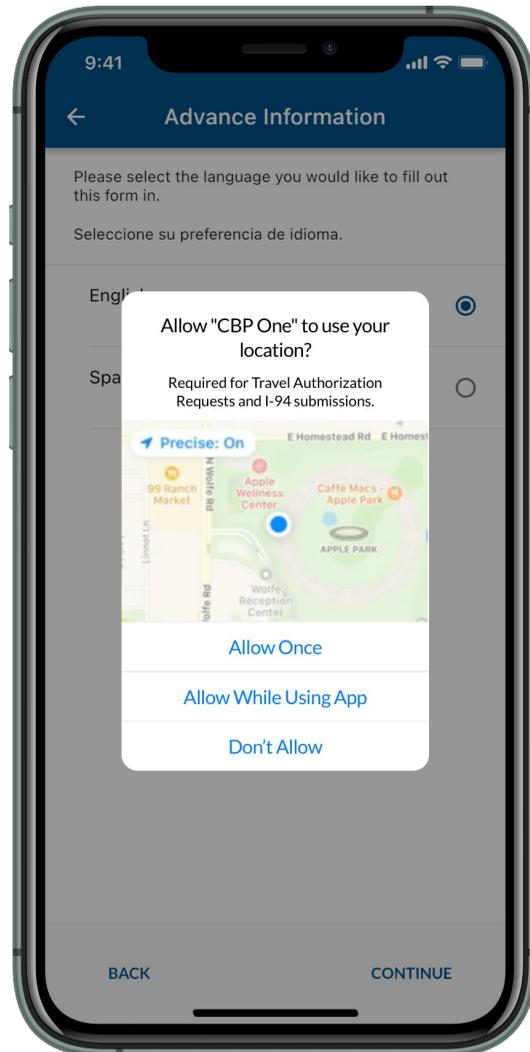
Select your preferred language and select “Continue.”





4) Location Permissions

A pop-up requesting permission to use location services will appear. Select “Allow Once” or “Allow While Using App.”



5) Submit Advance Information

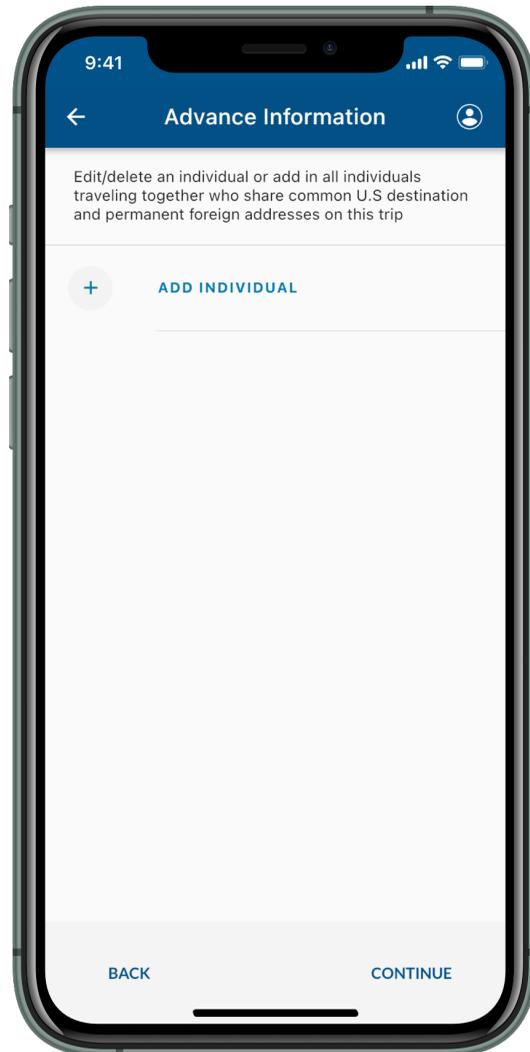
Select “Submit Advance Information.”





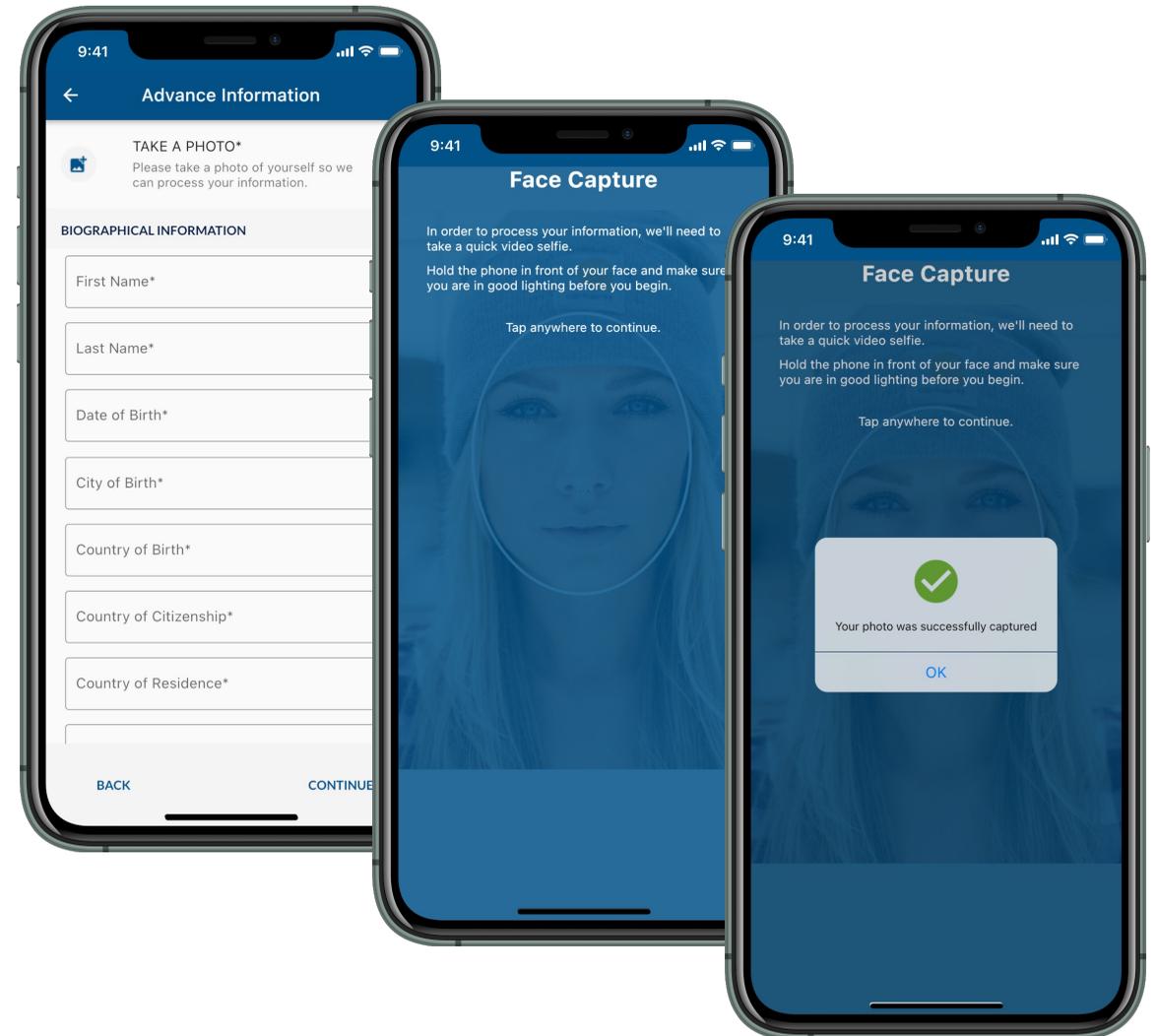
6) Add Individual

Select “Add Individual.”



7) Take a Photo

Select “Take a Photo” and follow the instructions on-screen.





8) Biographical Information

Fill out the fields and select "Continue."

9:41

← Advance Information

TAKE A PHOTO*
Please take a photo of yourself so we can process your information. >

BIOGRAPHICAL INFORMATION

First Name*

Last Name*

Date of Birth*

City of Birth*

Country of Birth*

Country of Citizenship*

Country of Residence*

BACK CONTINUE

9) Additional Information

Fill out the fields and select "Continue."

9:41

← Advance Information

CONTACT INFORMATION

Email Address

EMPLOYMENT INFORMATION

Are you employed?*

Yes No

TRAVEL INFORMATION

Have you traveled to another country in the last year?*

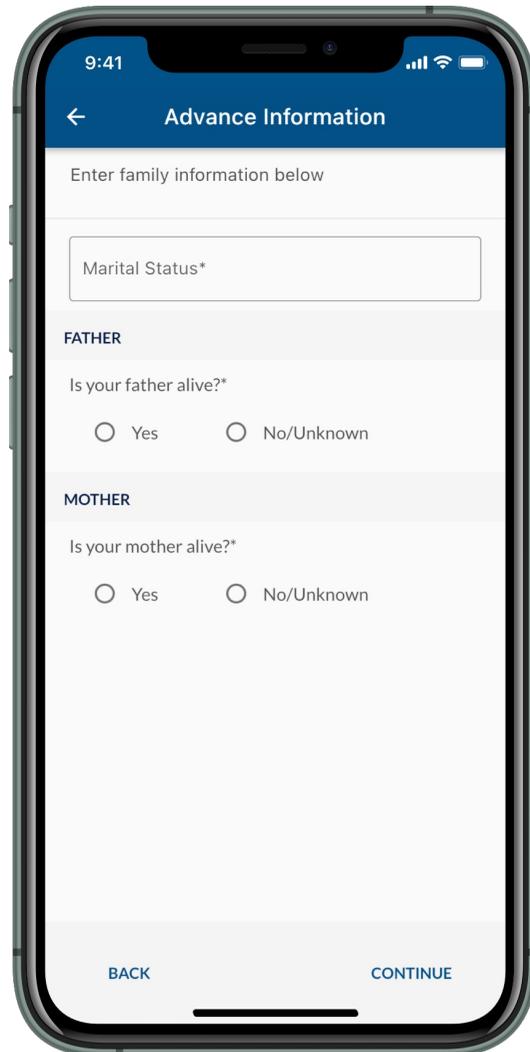
Yes No

BACK CONTINUE



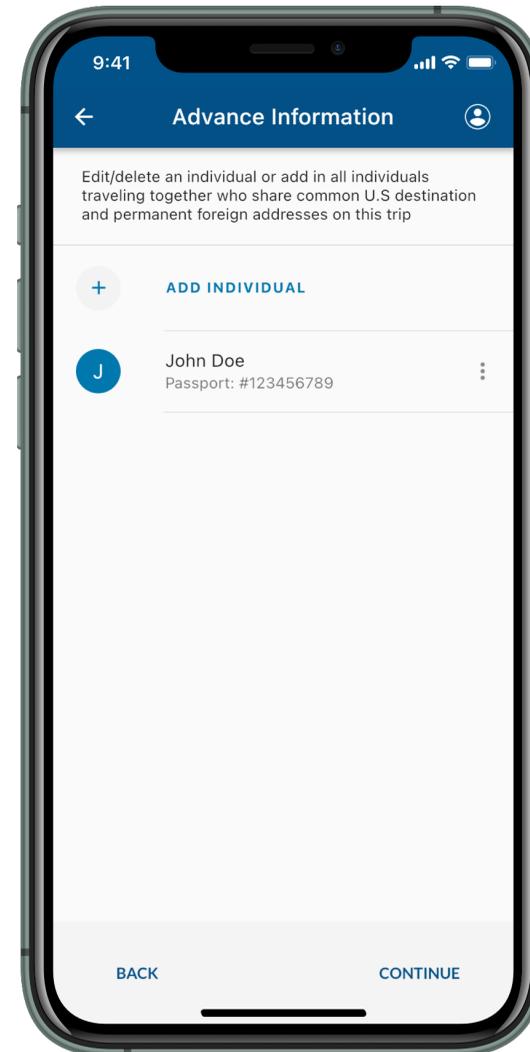
10) Family Information

Fill out the fields and select "Continue."



11) Individuals

Repeat Steps 6-10 for each additional individual. Ensure all individuals present are listed, then select "Continue."





12) USA Address Information

Fill out the fields and select "Continue."

9:41

← Advance Information

Please fill out the address in the USA where you will arrive and reside

USA ADDRESS INFORMATION

Address 1*

Address 2

City*

State*

Zip Code*

Is this an international phone number?

Yes No

Phone Number

Phone Type

BACK CONTINUE

13) Additional Information

Fill out the fields and select "Continue." If you are currently within close proximity of the Mexico border, proceed to Step 14. Otherwise, skip to Step 15.

9:41

← Advance Information

Please fill out the address for where you lived before coming to the USA along with some additional information

PERMANENT ADDRESS ABROAD/FOREIGN

I don't have one

Address 1*

Address 2

Country*

City*

Zip Code*

PREPARER INFORMATION

Did someone assist you in submitting this information?*

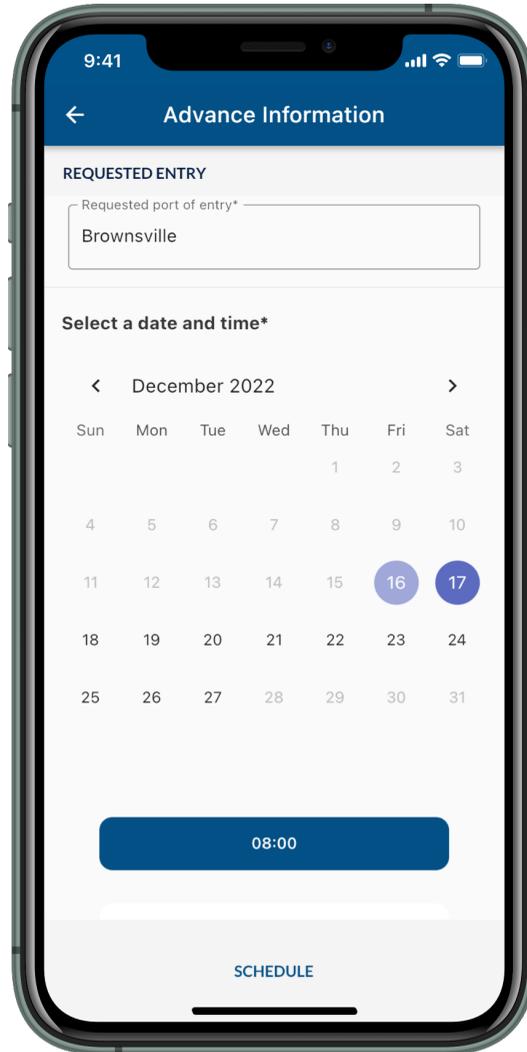
Yes No

BACK CONTINUE



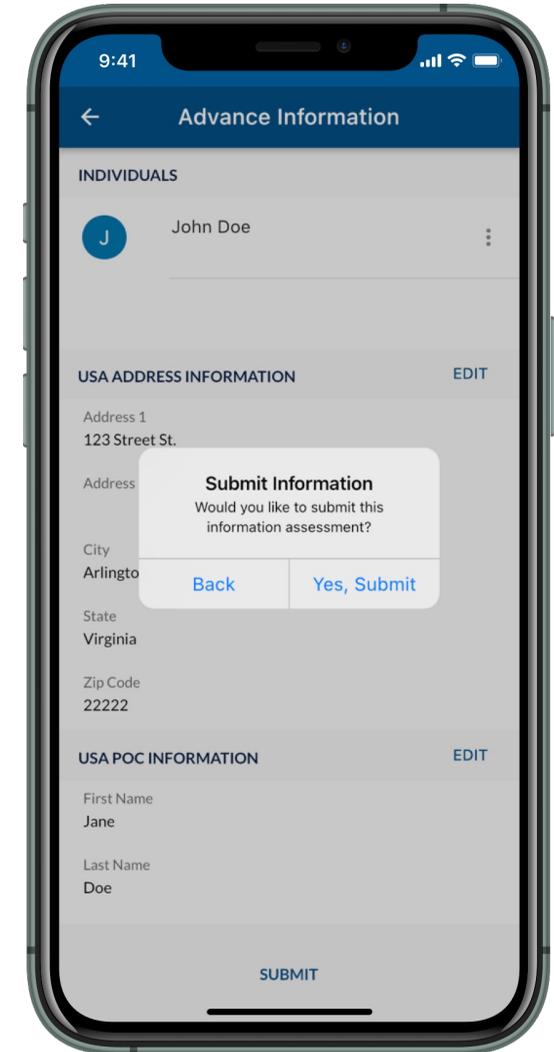
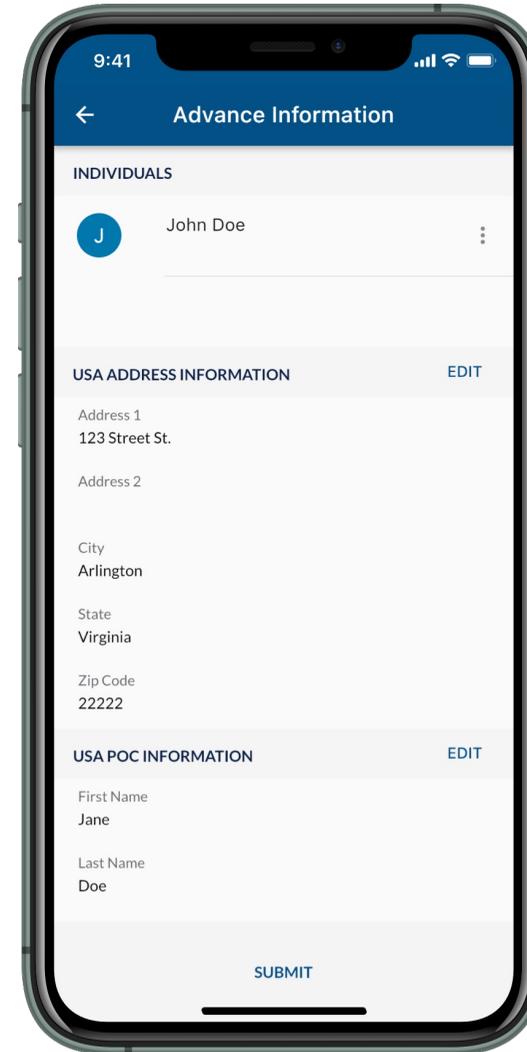
14) Schedule Your Entry

Select requested port of entry, then select a date and time. Select "Continue." Proceed to Step 15. Note: You may submit your information without selecting a date and time, but you will need to select a date and time later.



15) Submit Advanced Information

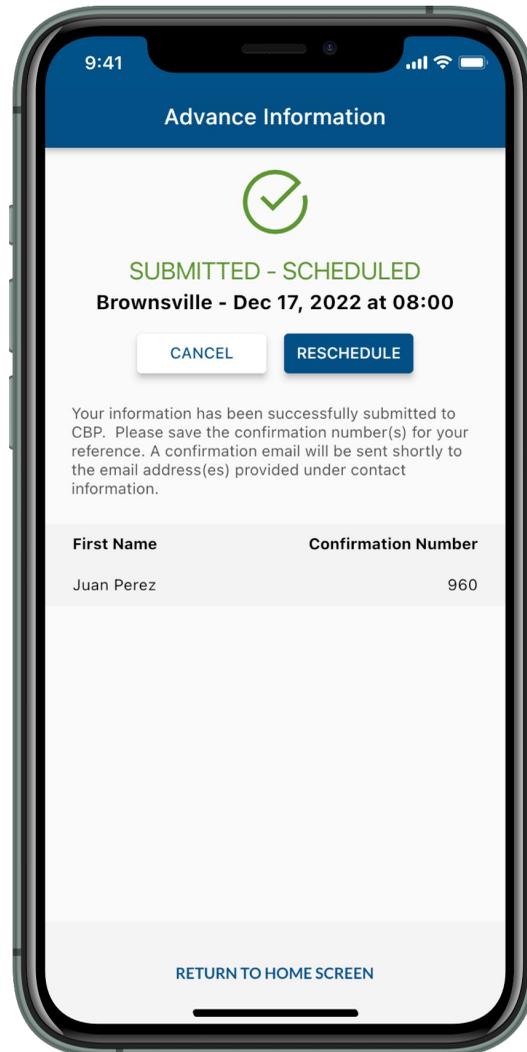
Review the screen and ensure that all information is accurate, then select "Submit." Review the pop-up and select "Yes, Submit." If you scheduled your entry, proceed to Step 16a. If you did not, skip to Step 16b.





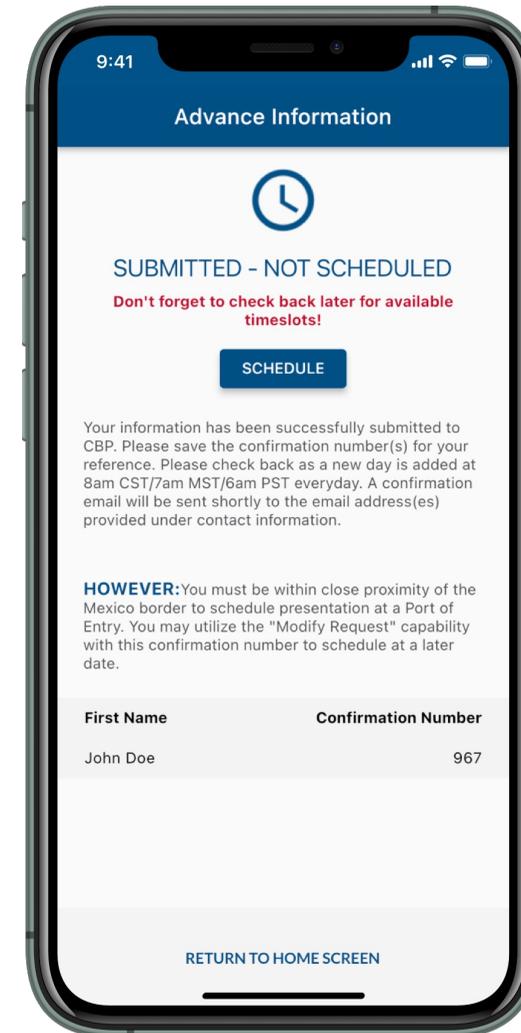
16a) Confirmation Page

Once the information has been submitted, you will be directed to a confirmation page where you can cancel or reschedule your entry. Please save your confirmation number.



16b) Confirmation Page

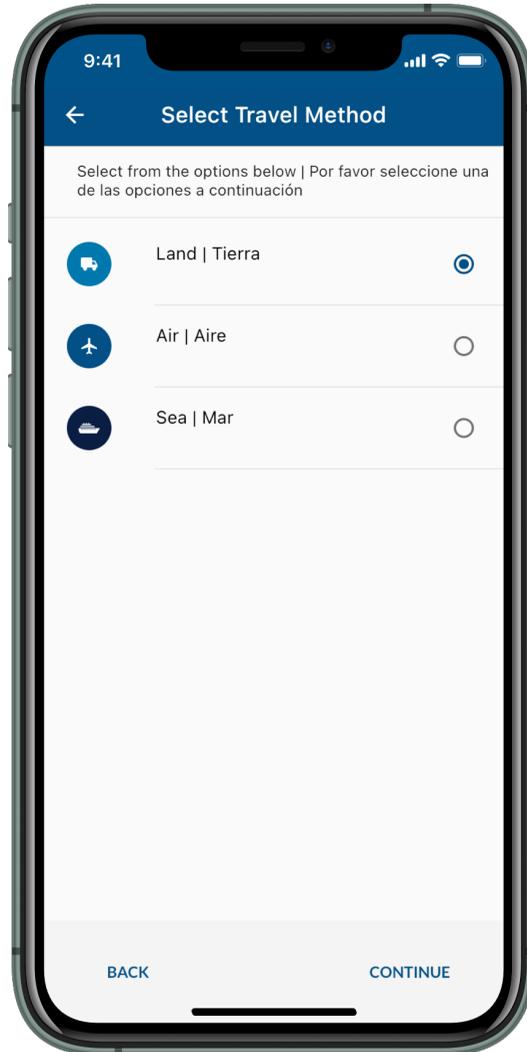
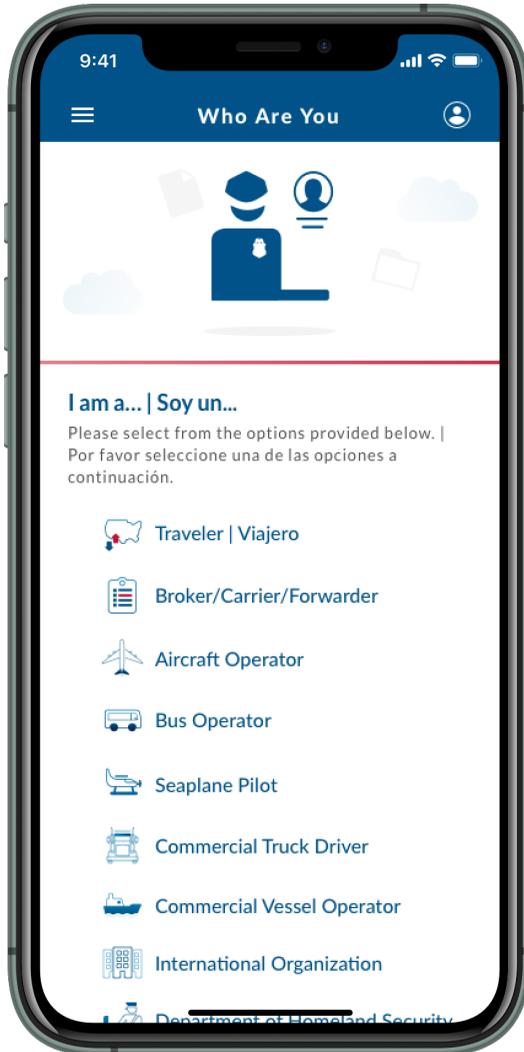
Once the information has been submitted, you will be directed to a confirmation page. Please save your confirmation number. Note: You must schedule your presentation when within close proximity of the Mexico border. To schedule, follow the steps on slide 13.





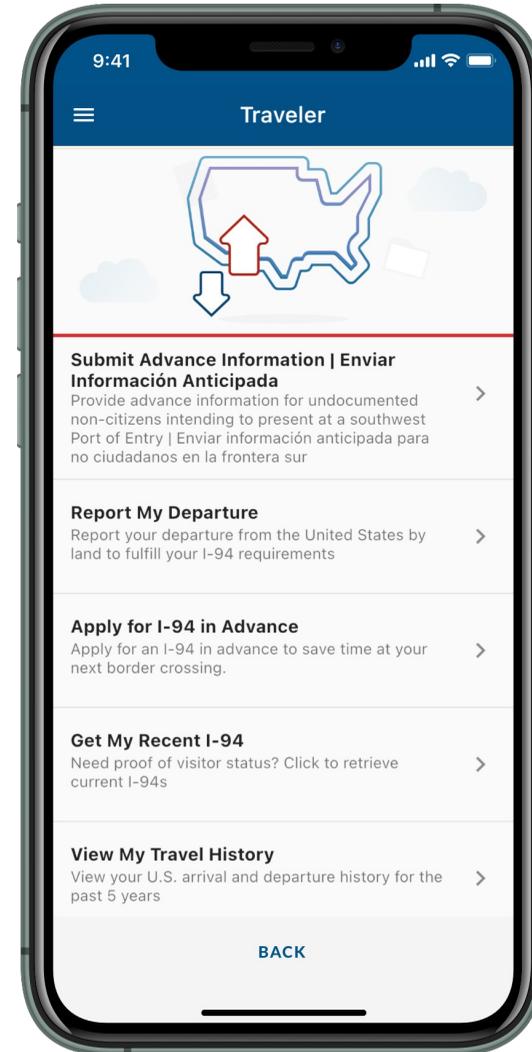
1) Who Are You

To begin, select “Traveler | Viajero”, then select “Land | Tierra.”



2) Traveler Options

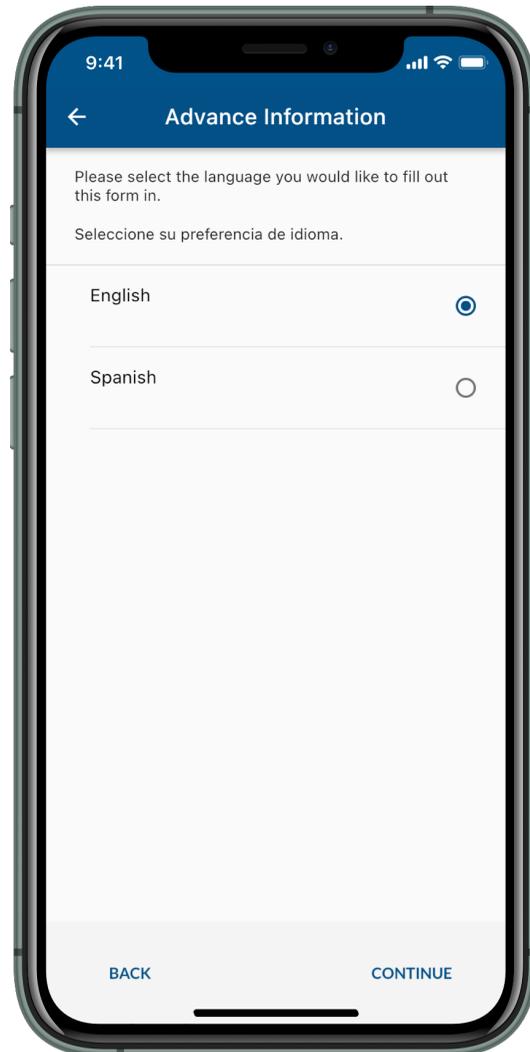
Select “Submit Advance Information | Enviar Información Anticipada.”





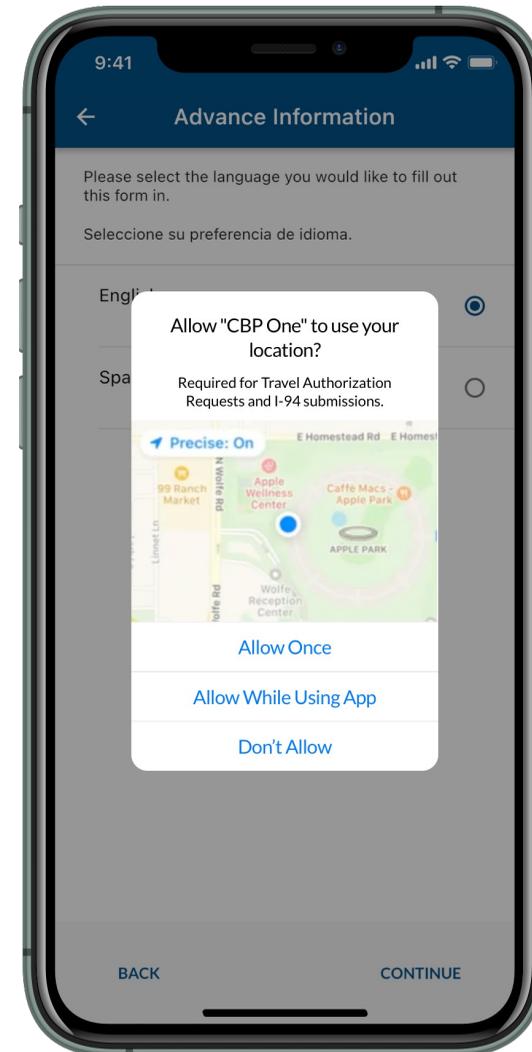
3) Language Preference

Select your preferred language and select “Continue.”



4) Location Permissions

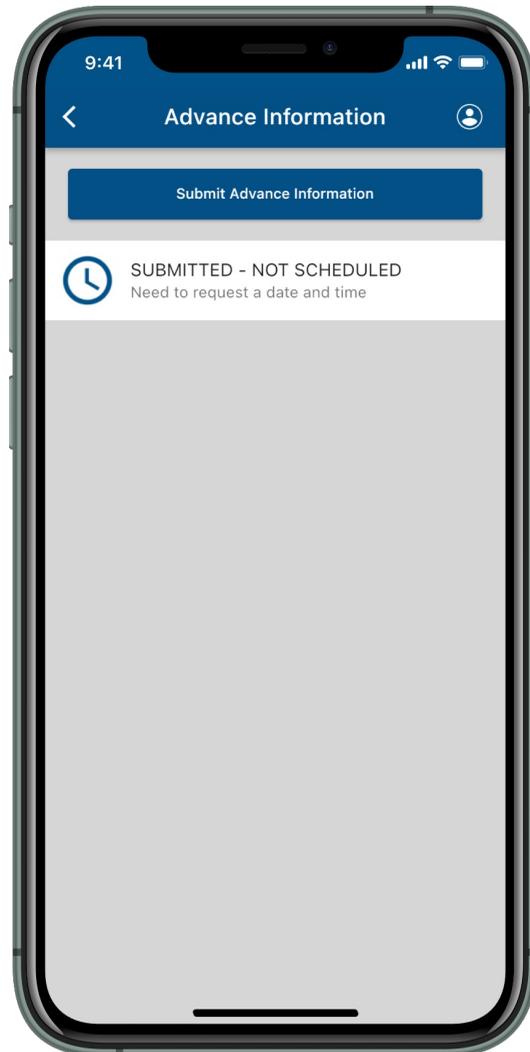
A pop-up requesting permission to use location services will appear. Select “Allow Once” or “Allow While Using App.”





5) Select Submission

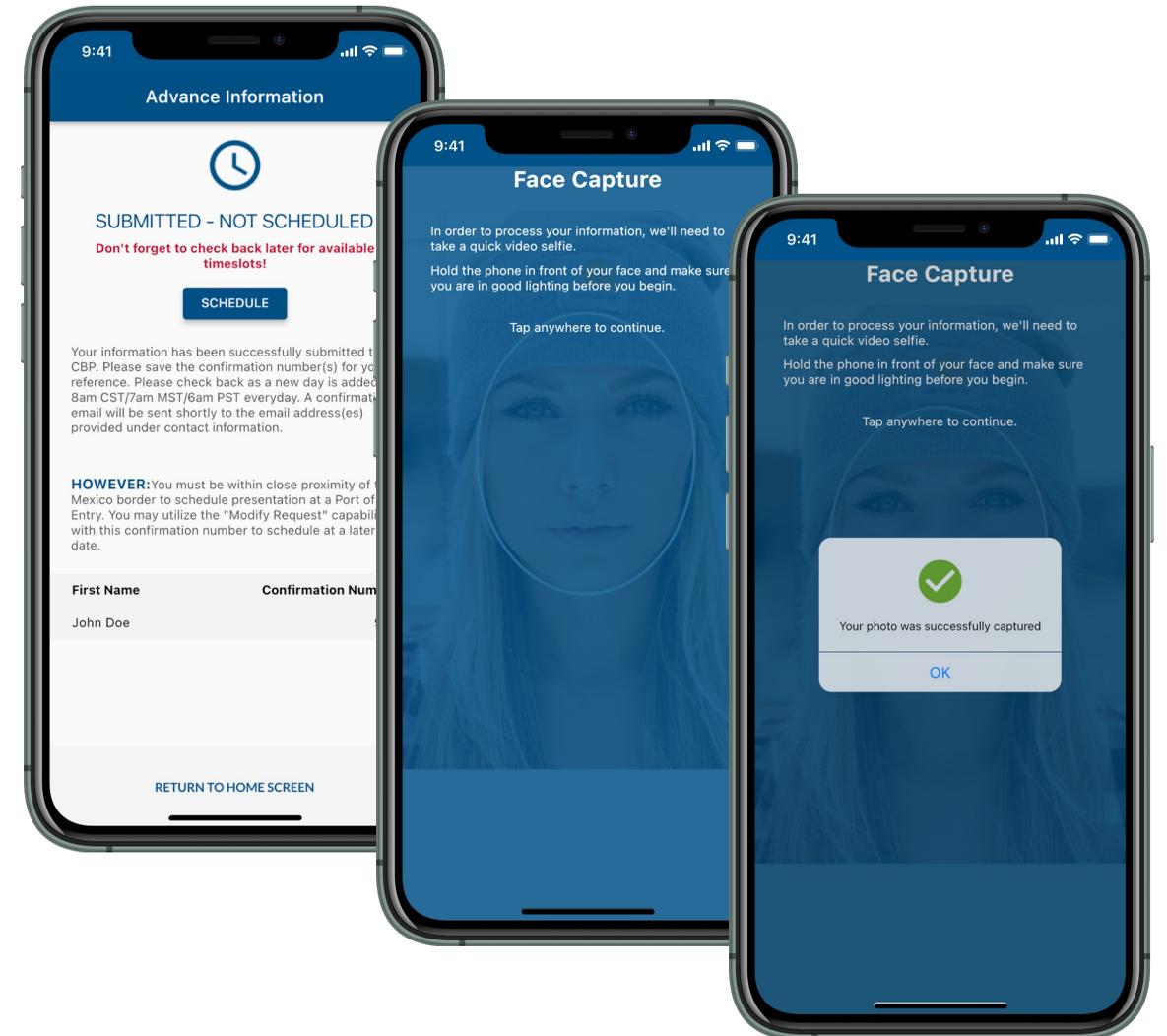
Select the submission associated with your request.



6) Schedule

Select "Schedule" and follow the instructions on-screen.

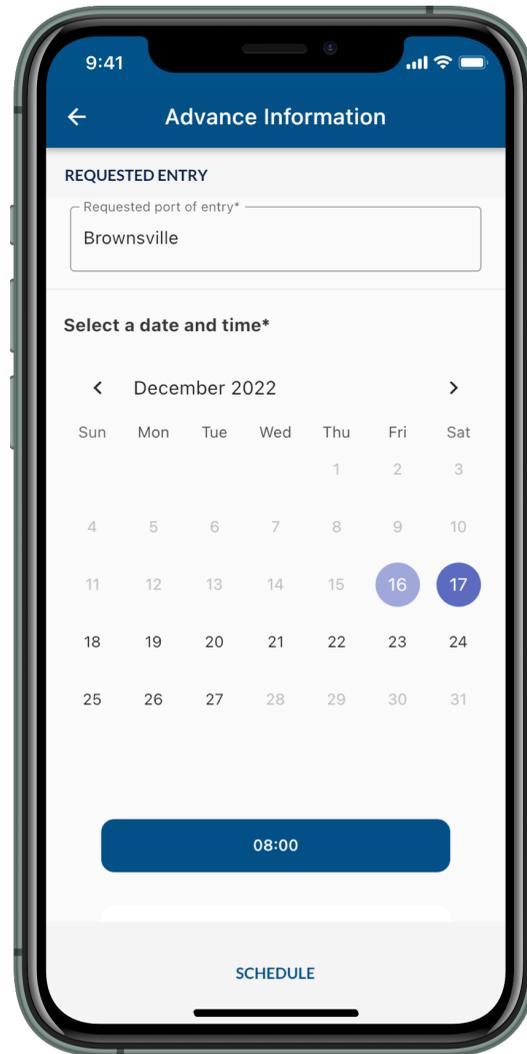
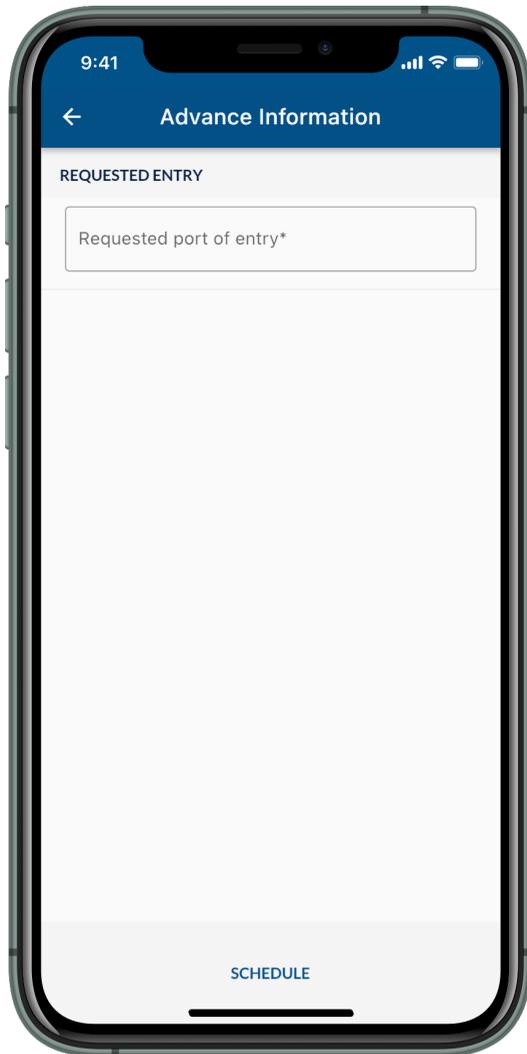
Note: You must be within close proximity of the Mexico border in order to schedule.





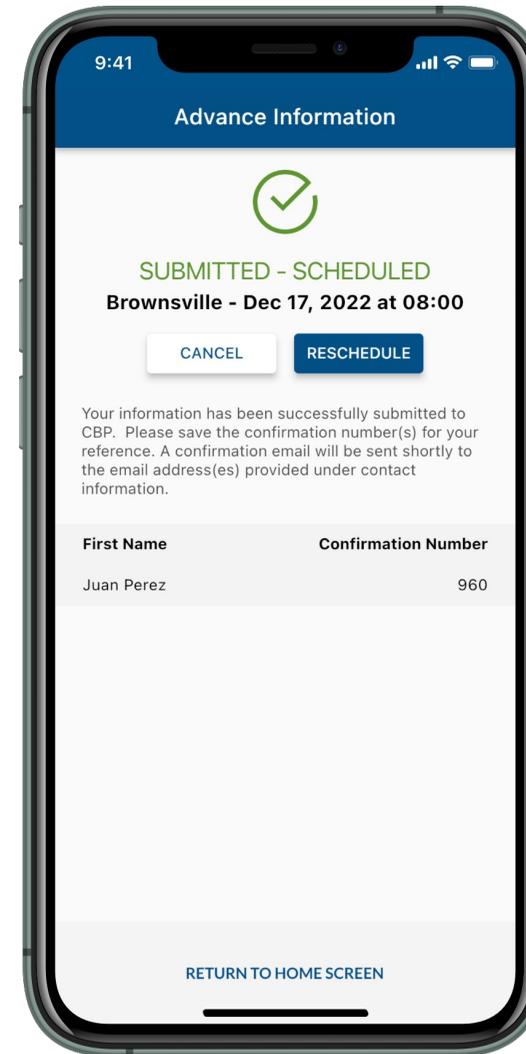
7) Schedule Your Entry

Select requested port of entry, then select a date and time. Review the screen and ensure that all information is accurate, then select “Schedule.”



8) Confirmation

Once the advance information has been submitted, you will be redirected to a confirmation page where you can cancel or reschedule your entry. Please save your confirmation number.



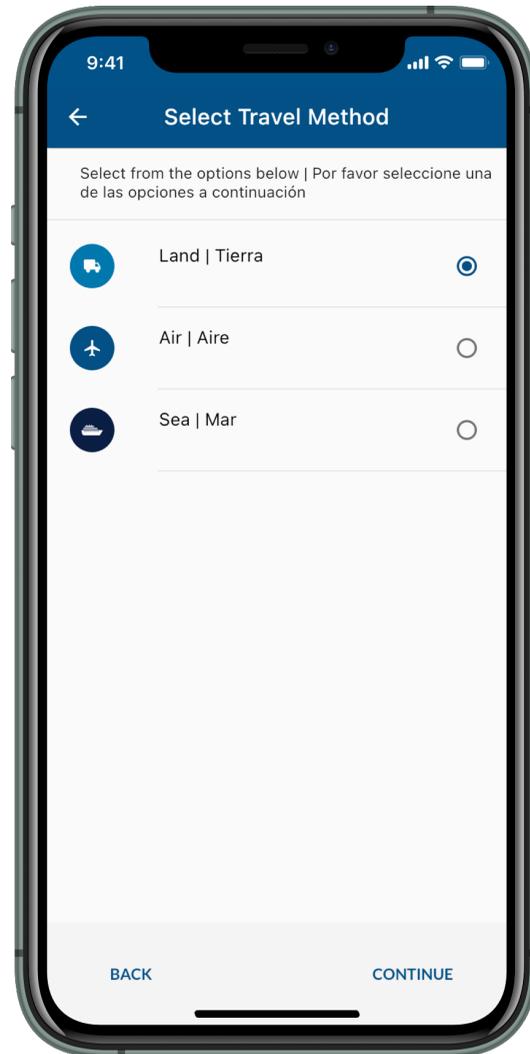
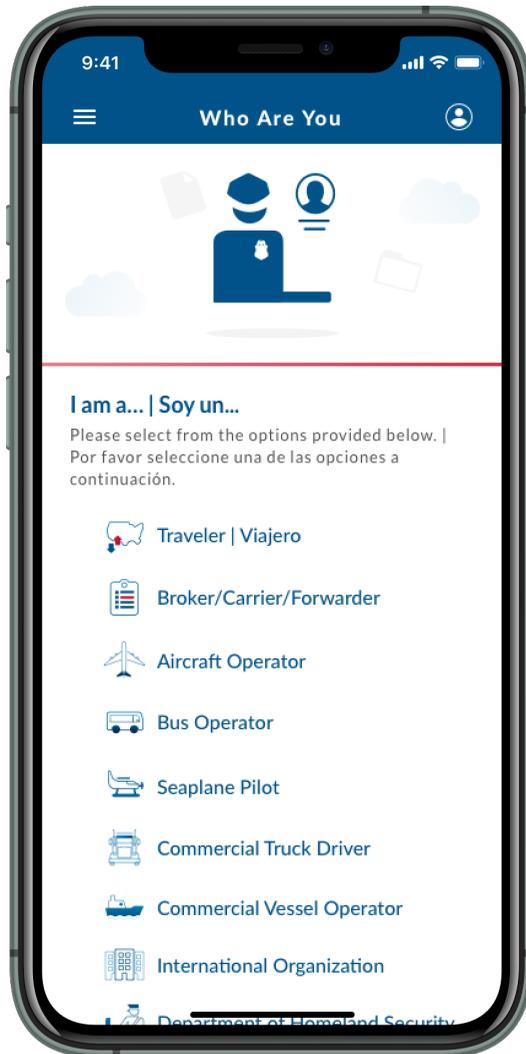


Traveler - Land

Modify Presentation Date: Reschedule or Cancel (Mobile)

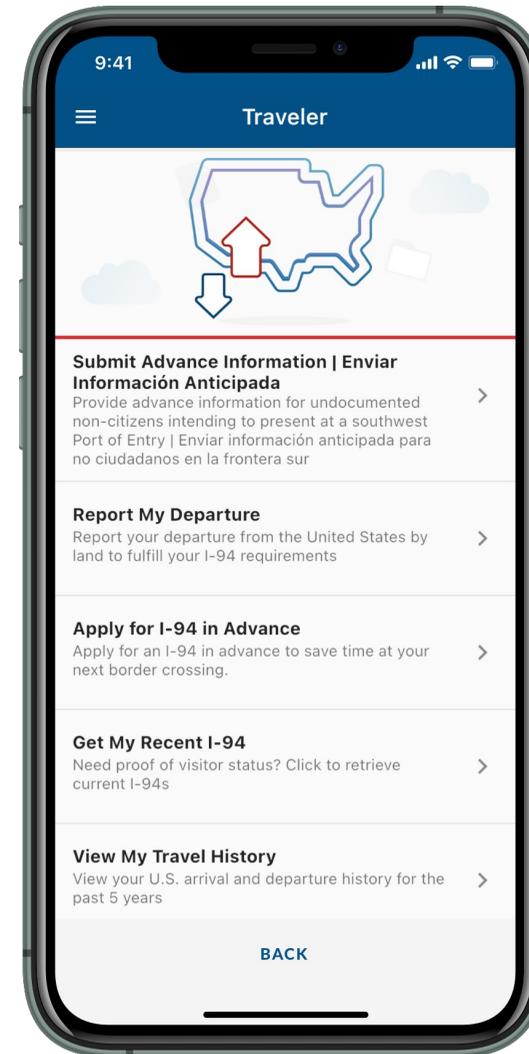
1) Who Are You

To begin, select “Traveler | Viajero”, then select “Land | Tierra.”



2) Traveler Options

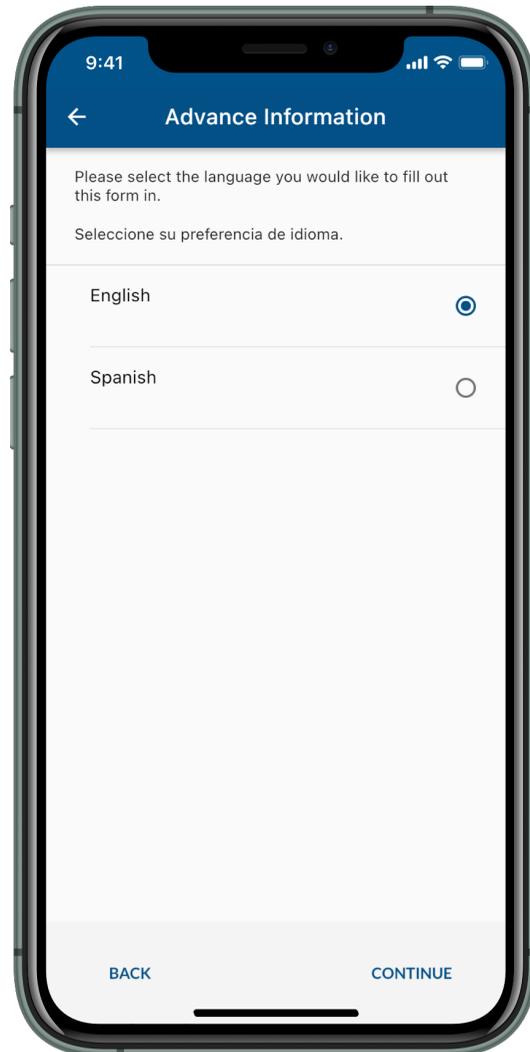
Select “Submit Advance Information | Enviar Información Anticipada.”





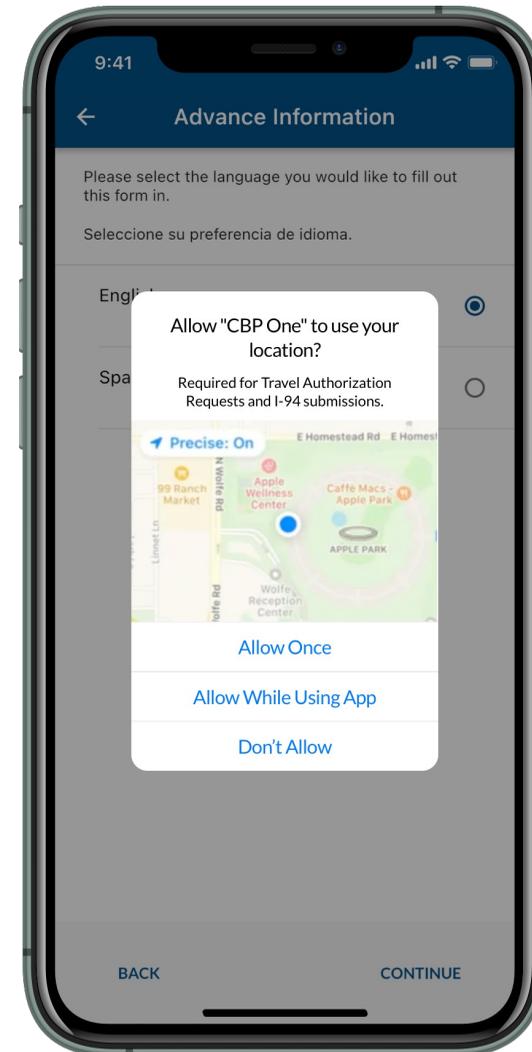
3) Language Preference

Select your preferred language and select “Continue.”



4) Location Permissions

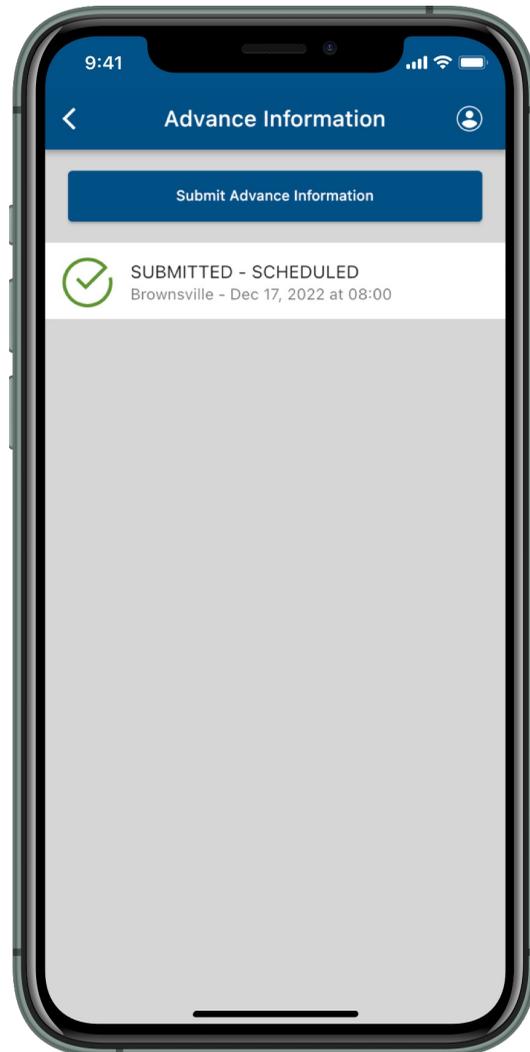
A pop-up requesting permission to use location services will appear. Select “Allow Once” or “Allow While Using App.”





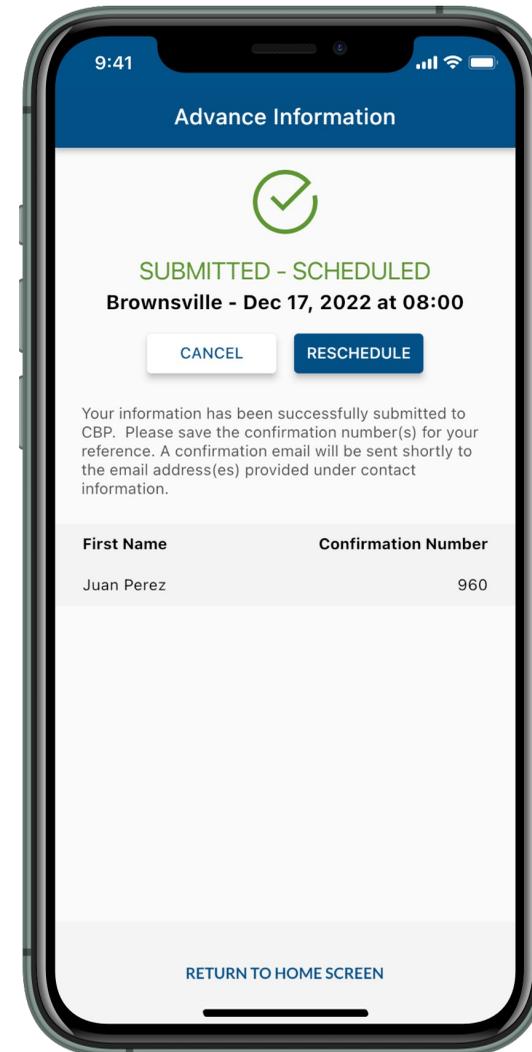
5) Submission Selection

Select the submission associated with your request.



6) Request Information

From this screen you can request to cancel or reschedule your presentation date. To cancel, proceed to Step 7a. To reschedule, skip to Step 7b.

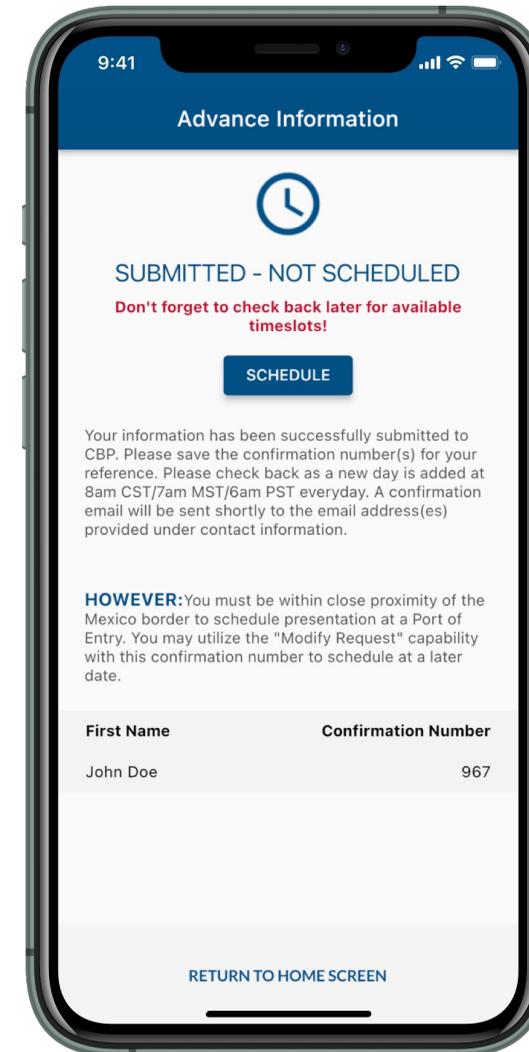
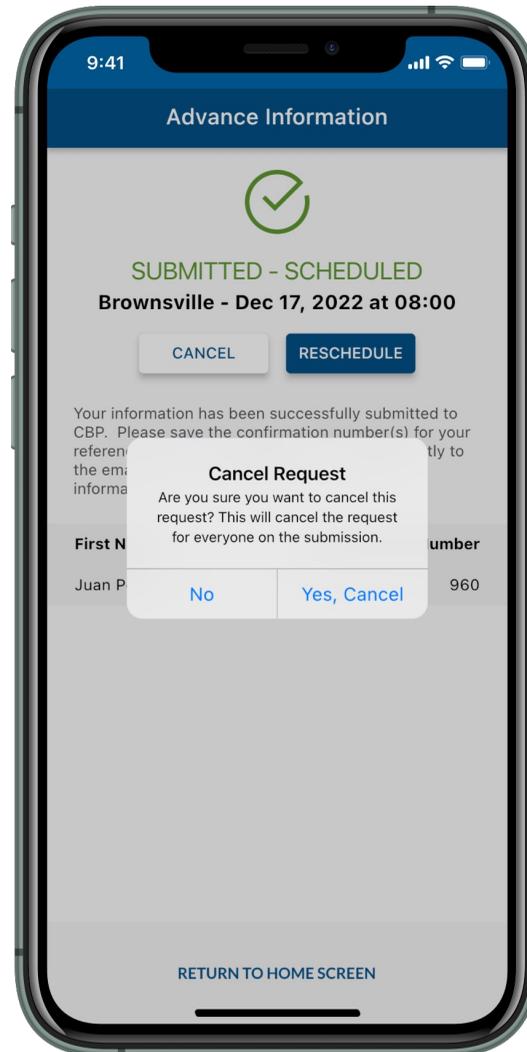
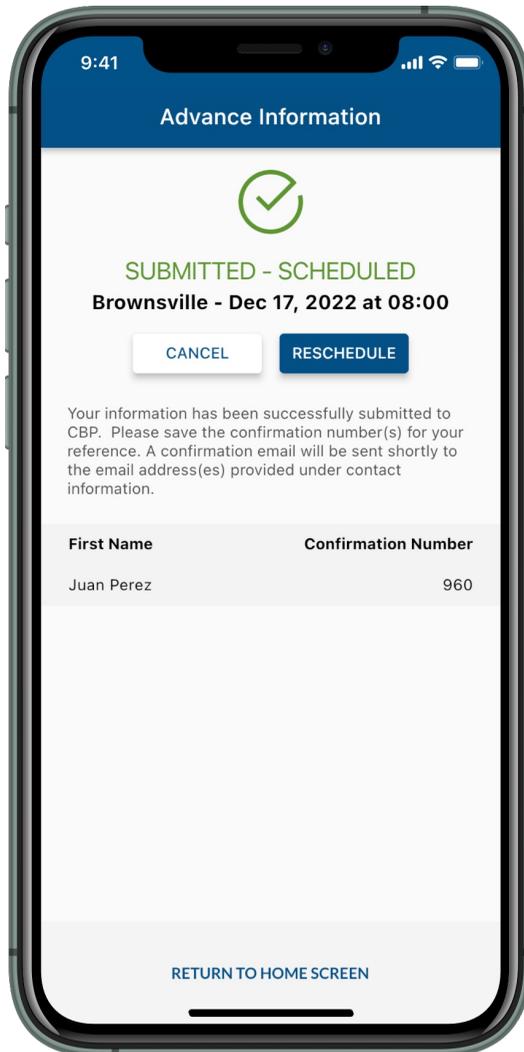


7a) Cancel Request

Select “Cancel,” review the pop-up, then select “Yes, Cancel” to cancel your request. Proceed to Step 8a.

8a) Cancellation Confirmation

Once the request has been cancelled, you will be directed to a screen where you can reschedule the presentation date, if desired.





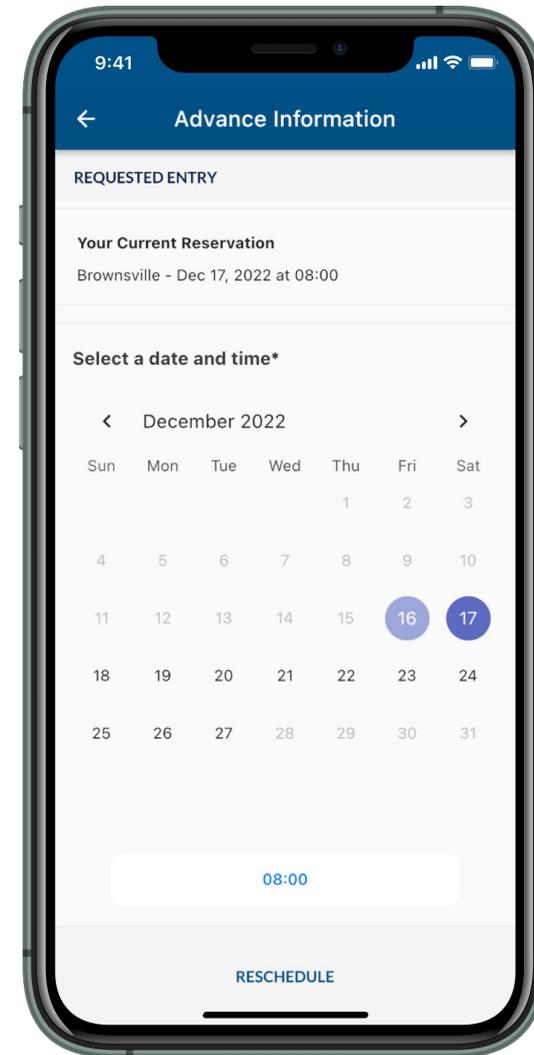
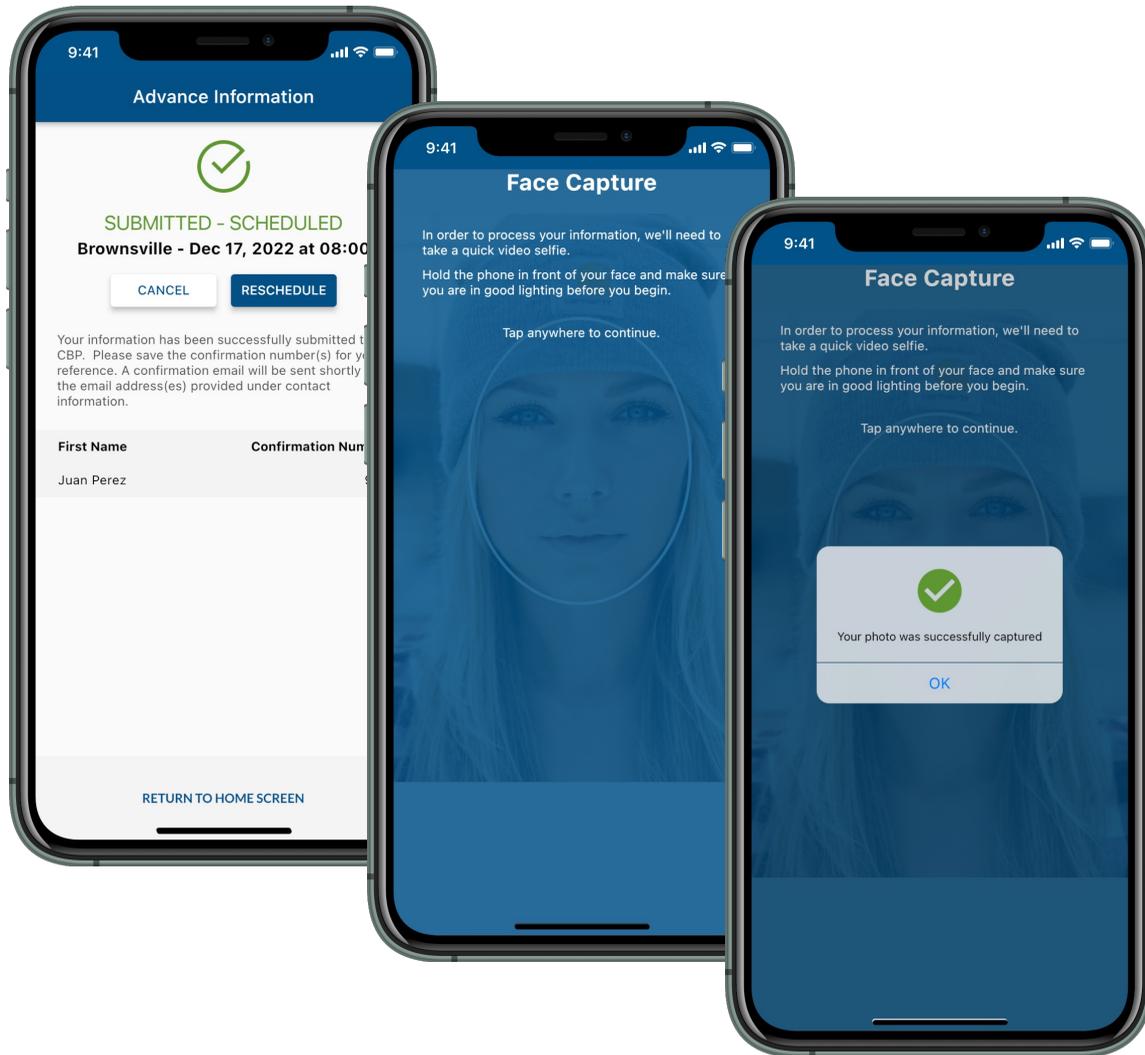
7b) Reschedule Presentation Date

Select “Reschedule” and follow the instructions on-screen.

Note: You must be within close proximity of the Mexico border in order to schedule. Proceed to Step 8b.

8b) Reschedule Presentation Date

Select a new date and time. Review the screen and ensure that all information is accurate, then select “Reschedule.” Proceed to Step 9.





9) Reschedule Confirmation

Once the advance information has been submitted, you will be redirected to a confirmation page where you can cancel or reschedule your entry. Please save your confirmation number.

